



# UKG Pro Workforce Management Global Technical Account Manager

## The advantages of a GTAM

- **You can log support issues via your preferred method:**
  - Email or call your GTAM directly
  - Log tickets via our UKG Community (Case Management)
- **Your team works with our most advanced support experts:**
  - They provide proactive technical guidance and insights
  - Additional technical resources will be brought in to resolve the issue as needed
  - Your GTAM gets to know you and your business so they are one step ahead of the problem-resolution process

## Your single point of contact for technical support expertise

The Global Technical Account Manager (GTAM) is a senior-level technical resource assigned directly to your account, providing technical support expertise gained through years of experience supporting UKG® products and working in the software industry.

## Among the services a GTAM provides:

- Facilitates rapid case resolution to maximize system availability and efficient business operations
- Offers insight into support issues experienced by other UKG customers, helping you avoid the same situations
- Serves as your internal UKG advocate, representing your interests so that your unique needs are met
- Conducts regular status calls to review issues lists
- Works with your team to keep the UKG environment set for optimum efficiency

## Frequently asked questions

### Q: Does the GTAM support other clients?

A: GTAMs are dedicated resources for the customer, but are not exclusive

### Q: If I don't want to use the UKG standard remote access tool (GoToAssist), will the GTAM use our preferred method for remote access to our system?

A: Yes, this is another feature of the service. We support whatever method of remote access you require.

### Q: How many contacts can I designate to work with my GTAM?

A: You may have five contacts from within your organization.

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